

What Is Claimed Is:

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1. An optimum operator selection support system which provides determination standards for selecting optimum operators of a job, comprising:

a document management part that manages documents related to jobs, with additional information on operators who generated the documents;

a document feature extraction part that extracts a plurality of documents generated by one operator from said document management part, and extracts features of the respective documents; and

a job feature extraction part that extracts features of jobs of said operator by detecting common features of the plurality of documents extracted by said document feature extraction part.

2. The optimum operator selection support system according to claim 1, further comprising a task management part that analyzes job order relations based on electronic data transmitted/received among operators, and manages information on the job order relations,

wherein said job feature extraction part extracts the features of the jobs and roles of said operator based on the features of documents extracted by said document feature extraction part and the information on the job order relations managed by said task management part.

3. The optimum operator selection support system according to claim 2, further comprising:

a conversation management part that manages conversations among the operators by utilizing electronic data; and

a conversation feature extraction part that extracts features of the conversations among the operators managed by said conversation management part,

wherein said job feature extraction part extracts the features of the jobs of said operator from the features of the documents extracted by said document feature extraction part and distribution of the conversations extracted by said conversation management part, and extracts the roles of said operator from the information on the job order relations managed by said task management part.

4. The optimum operator selection support system according to claim 1, further comprising:

a conversation management part that manages conversations among the operators by utilizing electronic data; and

a conversation feature extraction part that extracts features of the conversations among the operators managed by said conversation management part,

wherein said job feature extraction part extracts

the features of the jobs of said operator from the features of the documents extracted by said document feature extraction part and distribution of the conversations extracted by said conversation management part.

5. An optimum operator selection support system which provides determination standards for selecting optimum operators of a job, comprising:

a task management part that analyzes job order relations based on electronic data transmitted/received among operators, and manages information on the job order relations; and

a job feature extraction part that extracts roles of said operators to perform jobs, from job order relations extracted by said task management part.

6. The optimum operator selection support system according to claim 5 further comprising:

a conversation management part that manages conversations among the operators by utilizing electronic data; and

a conversation feature extraction part that extracts features of the conversations among the operators managed by said conversation management part,

wherein said job feature extraction part extracts the features of the jobs of said operators from

distribution of the conversations extracted by said conversation management part, and extracts the roles of said operators from the information on the job order relations managed by said task management part.

7. An optimum operator selection support system which provides determination standards for selecting optimum operators of a job, comprising:

a conversation management part that collects conversation information among operators by utilizing electronic data, and manages the collected conversation information;

a conversation feature extraction part that extracts features of the conversations among the operators managed by said conversation management part; and

a job feature extraction part that extracts features of jobs of the operators, from distribution of the conversations extracted by said conversation management part.

8. The optimum operator selection support system according to claim 1, further comprising a similar job search part that searches for similar jobs based on information extracted by said job feature extraction part.

9. The optimum operator selection support system according to claim 1, further comprising a reference material automatic collection part that searches for similar jobs to a designated job and collects documents related to the similar jobs as reference materials.

10. The optimum operator selection support system according to claim 1, further comprising a job structure generation part that generates a structure representing roles of operators related to a job.

11. The optimum operator selection support system according to claim 10, wherein said job structure generation part generates an association diagram showing the job based on roles in the job, and describes the roles of the operators and features extracted from generated documents in the diagram.

12. The optimum operator selection support system according to claim 1, further comprising an optimum operator selection part that selects optimum members based on information extracted by said job feature extraction part.

13. The optimum operator selection support system according to claim 1, further comprising:
an inquiry part that makes an inquiry to said job

feature extraction part; and

a display information analysis part that analyzes response information to inquiry information by said inquiry part, and generates image information having a content to be easily understood.

14. The optimum operator selection support system according to claim 13, wherein said display information analysis part generates the image information as a graph representing documents and features of the documents handled by an arbitrary operator, among documents generated in a job conducted by a plurality of operators.

15. The optimum operator selection support system according to claim 1, further comprising a similar operator search part that searches for operators having similar roles based on information extracted by said job feature extraction part.

16. The optimum operator selection support system according to claim 1, further comprising a key-person search part that detects an operator who played a leading role in a job handled by a plurality of operators.

17. The optimum operator selection support system according to claim 1, further comprising a key-person search part that classifies features of documents

generated by respective operators, extracted by said document feature extraction part, based on similarity, then searches for an operator who has been involved in many of classified items as a person who grasps the documents from a broad view, and determines said operator as a key person who played a leading role in a job handled by the plurality of operators.

18. The optimum operator selection support system according to claim 1, further comprising a key-person search part that classifies features of documents generated by respective operators, extracted by said document feature extraction part, based on similarity, then searches for an operator who has been involved in many of classified items as a technical leader, and determines said operator as a key person who played a leading role in a job handled by the plurality of operators.

19. The optimum operator selection support system according to claim 4, further comprising a key-person search part that searches for an operator who has frequently performed communication with most of operators of a job, from information extracted by said conversation feature extraction part, and determines said operator as a key person who played a leading role in a job handled by the plurality of operators.

20. The optimum operator selection support system according to claim 1, further comprising a similar job search part that searches for similar jobs based on information extracted by said job feature extraction part.

21. The optimum operator selection support system according to claim 4, wherein said conversation management part further includes a conversation information input part that inputs conversation information which has not been automatically obtained by said conversation management part,

and wherein said conversation management part handles the conversation information inputted by said conversation information input part as information similarly to collected conversation information.

22. The optimum operator selection support system according to claim 4, further comprising a mail quotation detection and deletion part that deletes a quotation from another operator's remark, from conversation information managed by said conversation management part.

23. The optimum operator selection support system according to claim 4, wherein said conversation feature

extraction part separately extracts features of a quotation from another operator's remark and a newly-written remark.

24. The optimum operator selection support system according to claim 4, further comprising an important member detection part that detects a person who is not registered by said conversation management part as a member to conduct a job but significantly related to the job for execution of the job.

25. A computer-readable recording medium containing an optimum operator selection support program to provide determination standards for selecting optimum operators of a job, said program causing a computer to function as:

a document management part that manages documents related to jobs, with additional information on operators who generated the documents;

a document feature extraction part that extracts a plurality of documents generated by one operator from said document management part, and extracts features of the respective documents; and

a job feature extraction part that extracts features of jobs of said operator by detecting common features of the plurality of documents extracted by said document feature extraction part.

26. A computer-readable recording medium containing an optimum operator selection support program to provide determination standards for selecting optimum operators of a job, said program causing a computer to function as:

a task management part that analyzes job order relations based on electronic data transmitted/received among operators, and manages information on the job order relations; and

a job feature extraction part that extracts roles of said operators to perform jobs, from job order relations extracted by said task management part.

27. A computer-readable recording medium containing an optimum operator selection support program to provide determination standards for selecting optimum operators of a job, said program causing a computer to function as:

a conversation management part that collects conversation information among operators by utilizing electronic data, and manages the collected conversation information;

a conversation feature extraction part that extracts features of the conversations among the operators managed by said conversation management part; and

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